

ABSTRACT

A method for providing communication services for the hearing-impaired includes establishing a communication link between a hearing-impaired party and a communication assistant. The communication link may be a full duplex link. The communication assistant may also establish a voice link with a hearing party. The hearing-impaired party and the hearing party may then communicate, with the communication assistant acting as a conduit for the conversation. For example, the hearing party may send a voice message to the communication assistant. The communication assistant may then convert the voice message into a text message and transmit the text message to the hearing-impaired party. The communication assistant may also convert text messages received from the hearing-impaired party into voice messages for the hearing party.